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**TRANSMITTAL
FORM**

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Total Number of Pages in This Submission

15

Application Number

09/379,385

Filing Date

08/23/1999

First Named Inventor

Richard Ney

Art Unit

3628

Examiner Name

Dixon, Thomas

Attorney Docket Number

96761

ENCLOSURES (Check all that apply)☐ Fee Transmittal Form☐ Fee Attached☒ Amendment/Reply☐ After Final☐ Affidavits/declaration(s)☐ Extension of Time Request☐ Express Abandonment Request☐ Information Disclosure Statement☐ Certified Copy of Priority Document(s)☐ Response to Missing Parts/
Incomplete Application☐ Response to Missing Parts
under 37 CFR 1.52 or 1.53☐ Drawing(s)☐ Licensing-related Papers☐ Petition☐ Petition to Convert to a
Provisional Application☐ Power of Attorney, Revocation
Change of Correspondence Address☐ Terminal Disclaimer☐ Request for Refund☐ CD, Number of CD(s) _____☐ Landscape Table on CD☐ After Allowance Communication to TC☐ Appeal Communication to Board
of Appeals and Interferences☐ Appeal Communication to TC
(Appeal Notice, Brief, Reply Brief)☐ Proprietary Information☐ Status Letter☒ Other Enclosure(s) (please identify
below):

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Remarks

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name

Welsh & Katz, Ltd.

Signature

Printed name

Jon P. Christensen

Date

December 7, 2006

Reg. No.

34,137

CERTIFICATE OF TRANSMISSION/MAILING

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December 7, 2006

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96761

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Richard Ney Art Unit: 3628

Serial No.: 09/379,385

Filed: August 23, 1999

For: METHOD AND PROCESS OR ACCUMULATING
AND SUMMARIZING DATA FOR DEFINED
TIME INTERVALS WITHIN A CUSTOMER
INTERACTION SYSTEM

Attorney

Docket No.: 96761

AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-0001

Sir:

In response to the Office Action of November 1, 2006,
please amend the above-identified application as follows: